



Flexible Leadership



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By the end of the Power Hour Expert session you will be able to:

- Describe four different styles of leadership
- Explain when each is useful and when it isn't
- Identify your own 'natural style' and specific situations when you may need to adopt a different one.





Different Characters, Different Qualities

What do these different characters bring to the Leadership Party?





Direction and Support

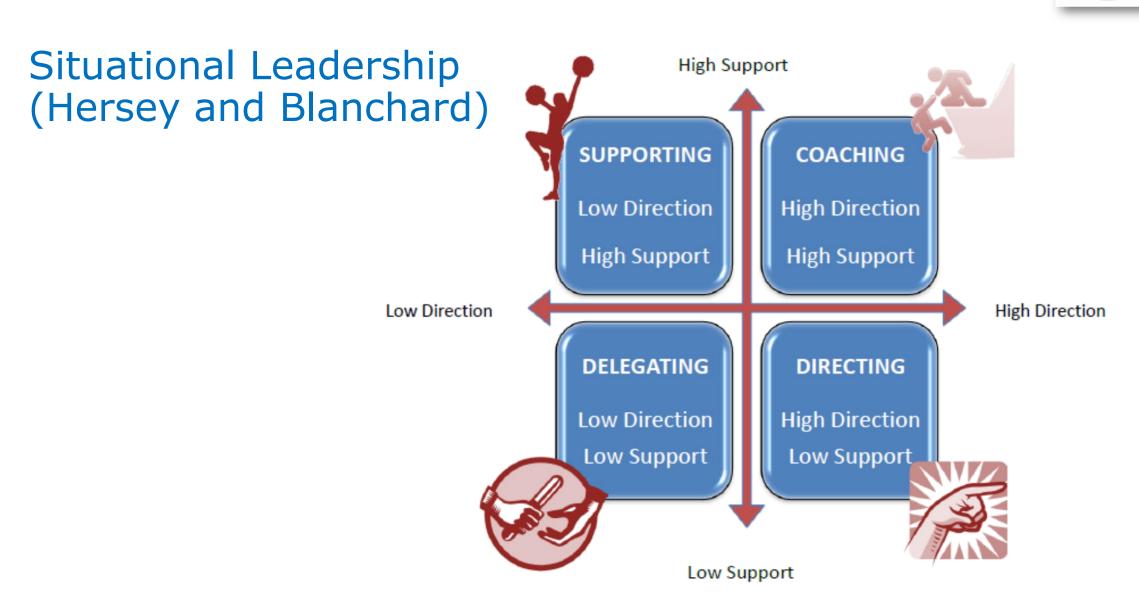
Directive Behaviours

- Telling
- One-way
- Structured
 - Specific
- Assertive
- Detailed
- Decisive
- Uncompromising
 - Focussed
 - Determined
 - To-the-point
 - Taking control
 - Rescuing

Supportive Behaviours

- Listening
 - Asking
- Recommending
 - Discussing
 - Persuading
 - Showing
 - Helping
 - Two-way
- Open to change
 - Unhurried
 - Counselling
 - Accepting
 - Reflective







- Provides instructions
- Sets specific goals and objectives
- Checks work frequently
- Reinforces tasks with demonstrations or written guidelines

Skills that can be associated with this style are:

- Being decisive
- Communicating clearly
- Goal setting
- Assertiveness

Directing Style The **directing** style tends to be useful:

- With brand new staff
- In a new situation (e.g. when implementing new procedures)
- When quick, decisive action is required
- When cascading down factual information from senior managers



- Sells decisions to staff ensures that they understand them
- Praises good work
- Provides feedback
- Helps staff to find/see appropriate solutions to problems

Skills associated with this style are:

- Influencing
- Giving feedback
- Motivating people
- Being decisive

Coaching Style

The **Coaching** style tends to be useful:

- To develop individuals
- When motivation is low
- When there is no single correct way to do something
- When solving a problem
- When an unpopular action has to be completed



- Involves people in decision-making
- Encourages contributions and suggestions from the whole team
- Keeps people informed of what is happening
- Listens to the team

Skills associated with this style are:

- Influencing
- Facilitation skills
- Problem solving
- Listening

Supporting Style The **supporting** style tends to be useful:

- With experienced staff
- In potentially sensitive situations
- When there is time to consider various options
- When someone has lost confidence
- When managing individual issues



- Delegates responsibility for certain tasks
- Empowers people
- Allows risk taking and innovation
- Expects people to correct their own errors

Skills that can be associated with this style are:

- Delegation
- Coaching
- Listening
- Motivating people

Delegating Style The **delegating** style tends to be useful:

- With experienced and motivated staff
- In routine situations, or where clear guidelines have been agreed and communicated
- When there is time to consider various options
- When risk associated with a project is low



Make it Work at Work

What are you going to **DO** as a result of this Power Hour Session?







Thank You & Good Luck